



KUNAAL VERMA

Technical Delivery Leader

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Delivery & product engineering leader with 21+ years of experience directing global digital engineering, SaaS and managed-services portfolios across retail, manufacturing, aerospace, ESG, data-center and Industry 4.0 environments. Currently leading 400+ professionals across five locations with accountability for delivery P&L, executive governance, engineering modernization and client outcomes. Combines rigorous portfolio delivery with product strategy and practical cloud, AI, DevOps and full-SDLC depth to shape commercially viable solutions and deliver measurable business value.



PROFILE SUMMARY:

- ❖ **Strategic Technology Leadership:** Adept at driving IT strategy, futuristic ecosystems & business process reengineering to ensure innovation, compliance & operational excellence.
- ❖ **Service Delivery & Operational Leadership:** Oversaw service delivery across global clients with end-to-end accountability for uptime, SLAs & change/release governance.
- ❖ **Cloud Platform & SaaS Delivery:** Led development, deployment & support of AWS/Azure-based SaaS platforms, ensuring 99.9% availability, real-time monitoring & support escalation management.
- ❖ **ITIL, Risk & Compliance Management:** Directed ISO27001 & GDPR compliant operations; established ITIL-aligned frameworks for incident, problem & change management.
- ❖ **Stakeholder & Customer Success:** Partnered with client & vendor teams to ensure post-deployment service continuity, feature adoption & strategic alignment.
- ❖ **Escalation & Support Oversight:** Acted as point of escalation for critical incidents; defined support KPIs & improved resolution time by 35%.
- ❖ **Team & Vendor Management:** Built & managed delivery teams (400+ FTEs); conducted vendor performance reviews, capacity planning & cost optimization.



TECHNICAL SKILLS:

- ❖ **Languages** – Java, Python, Shell script, Groovy
- ❖ **Databases** – MySQL, Postgres, MongoDB
- ❖ **Frameworks** – SpringBoot, JUnit,
- ❖ **Project Management Methodology** – SAFe, Waterfall, Agile, Scrum & Kanban
- ❖ **DevOps** – Jenkins, Sonar, Nexus, HELM, Kubernetes, Docker Compose
- ❖ **Cloud platforms** – AWS & Azure
- ❖ **Observability** – Datadog & Dynatrace
- ❖ **Project Management Platforms** – MS Projects, Confluence, Wiki, SharePoint, Monday, Rally, JIRA
- ❖ **Compliance** – ITIL, ISO27001, GDPR
- ❖ **Data Pipeline** – Apache NiFi, Streamsets, Mulesoft
- ❖ **ITSM Tools** – Jira Service Desk
- ❖ **Monitoring Tools** – Grafana, Prometheus, Splunk
- ❖ **Streaming & cluster Computing** – Kafka & Spark



EDUCATION:

- ❖ **MBA in Product Management** from Institute of Product Leadership, CMR University, Bengaluru
- ❖ **B.Tech. in Electronics & Instrumentation Engineering** from UP Technical University in 2005



CERTIFICATIONS:

- ❖ Scrum Alliance Certified Scrum Product Owner (**CSPO**)
- ❖ **ISTQB** Certified: Advanced level (Test Manager)
- ❖ **ITIL, CSM** certified professional
- ❖ Trained **PMP** practitioner
- ❖ Claude Certified Associate — Foundations (**CCAO-F**)



WORK EXPERIENCE:

Since Jun'25 with UST Global Pvt. Ltd., Trivandrum as Head of Engineering (Delivery)

Key Results Areas:

- ❖ Leading multi-geo engineering delivery for retail & commerce customers.
- ❖ Driving predictable execution across India, UK & Poland pods with standardized delivery playbooks.
- ❖ Managing delivery P&L across digital engineering, SaaS platforms, and managed services portfolios.
- ❖ Implemented GenAI-powered engineering accelerators, reducing cycle time by **15%** across squads.
- ❖ Introduced modernization charter: Jenkins → GitLab migration, ATG decommissioning, cloud modernization.
- ❖ Engaged CIO/CDO stakeholders to define OKRs, delivery governance, and transformation roadmaps.
- ❖ Improved engineering throughput by 18% through tooling upgrades, DevOps maturity uplift, and automation.
- ❖ Managing a diverse team of over 400+ colleagues across 5 geographic locations, ensuring cohesive program execution.

Nov'15-Dec'24 with QiO Technologies Pvt. Ltd., Pune as Head of Product (Delivery)



Key Results Areas:

- ❖ Owned delivery strategy & execution for four **SaaS** platforms hosted on AWS/Azure, ensuring 99.95% uptime, customer success & post-deployment excellence.
- ❖ Led end-to-end delivery lifecycle, including **RFP** identification, bid solutioning, effort estimation & submission of technical & financial proposals, resulting in multiple successful client acquisitions.
- ❖ Managed **P&L** for global delivery operations; conducted financial forecasting, budgeting, resource allocation & cost optimization across India, US, UK & EU regions.
- ❖ Directed ITIL-aligned service management (Incident, Change, Problem) via Jira Service Desk, reducing deployment incidents by 40% & improving MTTR.
- ❖ Hands-on in Java **microservices** development, designing backend modules and APIs; authored **Helm charts** & managed **Kubernetes deployments** to ensure scalable, resilient SaaS delivery
- ❖ Led critical incident management with structured war rooms, RCA analysis & resolution tracking for high-severity issues.
- ❖ Built & scaled global teams (100+ FTEs) across engineering, L1–L3 support & analytics functions; implemented performance appraisal systems & capacity planning processes.
- ❖ Established a Center of Excellence (**CoE**) & introduced portfolio governance, delivery cadences & dashboards tracking KPIs: uptime, CSAT, delivery %, utilization, & risk metrics.
- ❖ Aligned delivery with Development & Operational Value Streams, driving business outcome traceability through metrics & **OKRs**.
- ❖ Integrated **AI/ML** based modules (LLM, RUL, NSGA-II) into client platforms, enhancing operational intelligence & automation.
- ❖ Supported **pre-sales** & **GTM** efforts with strategic partners (Intel, Tech Mahindra), co-creating delivery models & case studies for public & private sector clients.
- ❖ Directed **ISO27001** & **GDPR** compliant processes including SLA governance, vulnerability lifecycle & compliance reporting.

Jul'11-Oct'15 with Emerson Innovation Center, Pune as Team Lead



Key Results Areas:

- ❖ Provided PMO operational support by standardizing project delivery frameworks, enabling KPI tracking, ensuring governance compliance & supporting portfolio-level reporting & resource planning.
- ❖ Acted as escalation point for post-go-live support; resolved performance issues & ensured SLA fulfilment.
- ❖ Hands on customer engagement, from collaborative requirements definition, planning & project management, solution design with team, high quality delivery & post production support.
- ❖ Acted as Scrum Master & Feature Owner for modules within Trellis Application.
- ❖ Collaborated with product & engineering teams to deliver high-impact releases with 35% quality improvement.
- ❖ Spearheaded feature development and also built a robust Java + Selenium automation framework, reducing manual testing effort and catching critical issues early
- ❖ Bridged business & technical teams to ensure roadmap alignment & stakeholder satisfaction.
- ❖ Worked in hyper agile mode with geographically distributed teams to define engineering development tasks & track them to completion. Used Rally for Sprints / Agile development.

Sept'08-Jun'11 with 2Wire IDC Pvt. Ltd., Pune as Senior QA Engineer



Responsibilities:

- ❖ Automated customer-specific API test cases using SOAP UI Pro & advanced testing frameworks, significantly reducing manual effort.
- ❖ Developed application automation with Selenium + Java, enhancing test efficiency and coverage accelerating test cycles and earning the **Manager's Choice Award** for organization-wide impact on automation.
- ❖ Led on-site client engagement in the US to gather requirements and align testing strategy, driving seamless delivery and boosting customer satisfaction.

Aug'07-Sept'08 with Cybage Software Pvt. Ltd., Pune as QA Engineer



Responsibilities:

- ❖ Performed end-to-end testing and defect tracking for real-time VoD broadcast servers and log analysis, ensuring stable satellite communication and uninterrupted news transmission for newsroom clients.
- ❖ Automation of customer-specific API & UI testing using JAVA + Selenium

Jul'05-Aug'07 with IBM Global Process Services, Pune as System Administrator



Responsibilities:

- ❖ Set up firewalls, monitor threats, and apply security patches.
- ❖ Install, configure, and update operating systems (Linux, Windows) and physical servers
- ❖ Create data backup schedules and test disaster recovery plans.
- ❖ Performance Monitoring: Track system logs, fix bottlenecks, and reduce downtime.



PERSONAL DETAILS:

Date of Birth: 18th March 1983

Language Known: English & Hindi

Location: Pune